

What our members are saying

“Thank you for being so great to me and a lot of other people. You’re very special. Thank you for everything.”

— Samantha, King County

“The diabetes program has been wonderful. My coach gives me good ideas and when I follow through on them, they really do help.”

— Dolores, Yakima County

“Before I started working with my coach, I was feeling very depressed about the upcoming holiday. But now I look forward to them again. Thank you.”

— D.C., King County



For other questions, contact Customer Service

Apple Health (Medicaid):

1-800-440-1561 (TTY: 711)

8 a.m. – 5 p.m., Monday through Friday

Medicare:

1-800-942-0247 (TTY: 711)

8 a.m. – 8 p.m., 7 days a week

Individual & Family:

1-866-907-1906 (TTY: 711)

8 a.m. – 5 p.m., Monday through Friday

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COMMUNITY HEALTH PLAN
of Washington™

The power of community

Diabetes Care Program

A whole team supporting your health











What is the Diabetes Care Program?

The Diabetes Care Program is supported by a team of Case Managers and Health Coaches who work with you to put the care plan from your doctor into action. The program can help you make lasting lifestyle changes to improve your overall health. It is for members who need extra help in managing their condition.

Your Health Coach or Case Manager will work with you to develop a wellness plan that works with your lifestyle. The goal is to give you the power to take control of your health.

Here are some things they can help you with:

-  Eating healthier
-  Becoming more active
-  Improving your sleep
-  Coping with stress
-  Reaching and keeping a healthy weight
-  Understanding your medicines
-  Connecting you with local resources
-  Improving diabetes self-management

To learn more about the Diabetes Program, call us at 1-866-418-7008 (TTY: 711)



Do I qualify?

Every person with diabetes deserves support, including emotional support, education, and assistance navigating a complicated health care system. The Diabetes Care Program is a system of planning, organizing, and coordinating care.

The Diabetes Care Program is available to adult health plan members with one of the following conditions:

- Prediabetes
- Type 1 Diabetes
- Type 2 Diabetes



How it works

CHPW's Diabetes Care Program is free and done over the phone. During your first session, a CHPW health team member will ask questions to get to know you better and to learn about your way of life and health concerns. They will work with you to come up with goals and a plan to achieve them. In each session, they will review your progress with you and explore challenges.



Our Diabetes Care Team

The Diabetes Care Program team is made up of Case Managers and Health Coaches, who are registered nurses, certified diabetes care education specialists, and registered dietitians.

Team members are experts in diabetes care and use their knowledge to learn about your health needs. They work with you and your doctors and medical experts to help you get the most out of your diabetes care.

The Diabetes Care Team uses evidence-based practices to help you learn to independently manage your diabetes. They will work with you to make sure you understand your health benefits, navigate the health care system, and help to coordinate your care.